

Agenda



Topic	Description	Presenter
Opening Remarks	Welcome and review agenda	Auggie Flentje
Why We Are Here	Overview of 2022	Stefanie Langsam
VCF Transformation Overview	Transformation mission and goals	Ellen McMinn
New Claims System	New system overview and key features of new claimant portal	Lauren Ritter
Policy Change	Change in order claims are picked up for review	Nicole Smith
Call to Action	Guidance on preparing for the Transformation	Stefanie Langsam
Next Steps	Keeping you informed	Auggie Flentje
Q&A	Respond to questions	



The Good News

In 2022 the VCF...





Online Claims System Updates, Maintenance, Security, and Reporting

The Not-so-Good News

In 2022 the VCF...

7,688

Claims assessed and moved to "Inactive" status because the claim did not have the minimally required documents.

Of these, 24% were re-reviewed and deactivated two or more times.

11,680

Claims
previously
deemed
"Inactive" that
were reviewed
again and
procedurally
denied.

13,425

Claims reassessed when new documents were submitted for previously denied or inactive claims. 1,128

Claims
substantively
reviewed, placed
on hold for
missing info.,
reviewed again
and
substantively
denied.

197

Appeals converted to amendment during appeals triage.

The Not-so-Good News: "Premature" Claims

Premature Claim: Submitted claim that does not have the basic supporting documentation to allow Preliminary Review to begin, or to be completed so the claim can move to Substantive Review. Premature claims receive a Missing Information letter and are moved to "Inactive" status during Automated Document Check and/or Preliminary Review.

Premature Claims ------ Inactive Claims

All Claims			
	Type of Missing Information	2017 - 20	21 Totals
	Claim Form Signature Page and/or Exhibit A	17,321	33.8%
Premature Claims	Certified Physical Condition	16,534	32.3%
	Proof of Appointment as victim's Personal		
	Representative or Guardian	2,981	5.8%
	Total Submitted Claims	51,	257

Represented Claims: All Claims filed by Law Firms on behalf of Claimants			
	Type of Missing Information	2017 - 2021 Totals	
	Claim Form Signature Page and/or Exhibit A	11,674	26.9%
Premature Claims	Certified Physical Condition	14,603	33.7%
	Proof of Appointment as victim's Personal		
	Representative or Guardian	2,528	5.8%
	Total Submitted Claims	43,	358

----- inactive Claims

All Claims			
	Total	Number of Claims	% of Claims
Timeframe	Deactivations	Deactivated	Deactivated
Submitted 2017-Today	58,864	32,364	54.60%
Submitted 2020-Today	25,930	14,901	54.37%

Represented Claimants			
	Total	Number of Claims	% of Claims
Timeframe	Deactivations	Deactivated	Deactivated
Submitted 2017-Today	46,683	25,439	42.91%
Submitted 2020-Today	19,717	11,230	40.98%

Remember! We wait 60 days once a claim is submitted to allow time for the minimally required documents and information to be submitted before determining a claim is premature!

The Not-so-Good News: "Insufficient" Claims

Insufficient Claim: Claims for which the minimally required documents have been submitted, the VCF reviewed the claim, and the documents to support eligibility were found to be insufficient to render a decision. A missing information letter is sent, and the claim is placed on hold while awaiting the information.

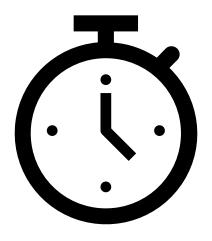
This category primarily contains claims that were submitted with proof of presence documents that do not meet the VCF's requirements.

All Claims			
	Type of Missing Information	2017 - 20	21 Totals
Insufficient Claims	Proof of Presence	21,466	41.9%
msumcient claims	Private Physician Packet	2,941	5.7%
	Total Submitted Claims	51,2	257

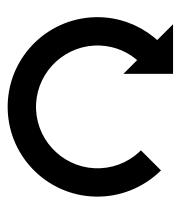
Represented Claims: All Claims filed by Law Firms on behalf of Claimants			
	Type of Missing Information 2017 - 2021		21 Totals
Insufficient Claims	Proof of Presence	17,225	39.7%
	Private Physician Packet	2,651	6.1%
	Total Submitted Claims	43,3	358

Why it Matters

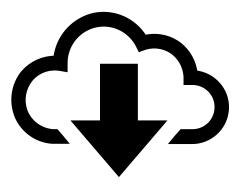
Claims Pending Review: 12,000+



Delay in Processing Claims



Re-Reviewing Claims



Transferring In-Process Claims

Bottom Line: Touching a single claim multiple times slows our ability to get decisions out to claimants. We can't get to the "claims that can be decided" because the "ones that can't" are in the way.



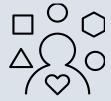
VCF Transformation



Our VCF Transformation Mission is...

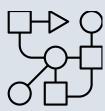
...to reduce the time to issue an award to VCF claimants by designing a modern, victim-centric claims solution supported by streamlined business processes, automation, and a dynamic operating model.

Transformation Goals



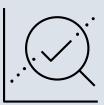
Claim Experience

Provide claimants and their attorneys with a user-friendly, guided experience to help them better understand what is needed to file a claim, leading to a timely and equitable award.



Operational Efficiency

Create a more efficient program to support the claimants, their attorneys, and VCF team members.



Oversight &

Enhance capabilities to manage performance and quality of VCF Claim Operations, including enhanced analytics and fraud detection.



Sustainability

Establish a Program to sustain claim operations through 2090.



Introducing...myVCF!

The VCF is designing a new system to meet Transformation goals.

myVCF will provide:

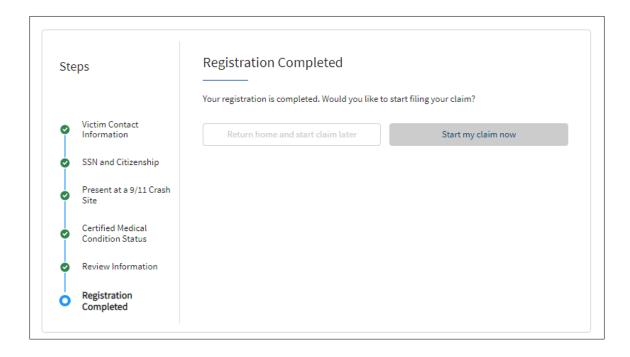
Modern user interface

System guidance, resources, and tools

Self-Service capabilities

Individualized document checklists based on what is being claimed

Improved status updates



myVCF Claimant Portal: Key Features



Organization Accounts

Law firms will have organization accounts through which their staff accounts will be managed. Law firm users will be able to more easily navigate and track claims, with dashboards, a "to-do" list, and other features aimed at ease of use.



Clarity of Information

Claim form, instructions, and communications will be written in plain language so users understand what they need to do and where the claim is in the process.



Support

Users will have multiple options to access support as they complete tasks in the system. "Pop-ups" with helpful guidance and easy-to-access reference materials (no more toggling between the claims system and VCF website!) will help ease the claim submission process.



eSignature

Claimants will now have the option to sign documents electronically in the system.

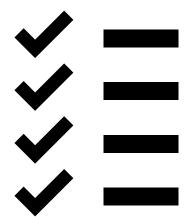


Automatic Checks for Completion

myVCF will automatically enforce claims being submitted with all required documents and information. Claims must be "In Good Order" to move forward for review.

Defining "In Good Order"

- "In Good Order" requirements for claim submission include:
 - □ Responses to all required questions in the claim form.
 - All required signatures by the claimant.
 - ☐ Proof of presence (or the ability to obtain proof of presence from a third-party source).
 - □ All required documentation to support the type(s) of compensation claimed.
 - □ Completed Client Authorization or ACH information.



Getting existing claims to "In Good Order"

Major effort underway (and continuing throughout 2023) to clean up existing claims and data:

Data Clean-up

- Multiple claims for same victim
- Incomplete Registrations with supporting documents
- Registrations without last name, SSN, and DOB

"Priority Date" Policy Change:

Policy Change

Order in which claims are picked up for review.

What to Expect



Frequent Communication



Training on myVCF



myVCF Launch – early 2024



Policy Change: Claim "Priority Date"

Current Policy

FAQ 1.2: "As a general rule, claims are reviewed in "first in, first out" order based on the date the compensation claim was submitted. This means the VCF prioritizes claims that have been waiting longer before beginning review of newer submissions."

Why Change?

Remove incentive to submit premature and insufficient claims.

New Policy

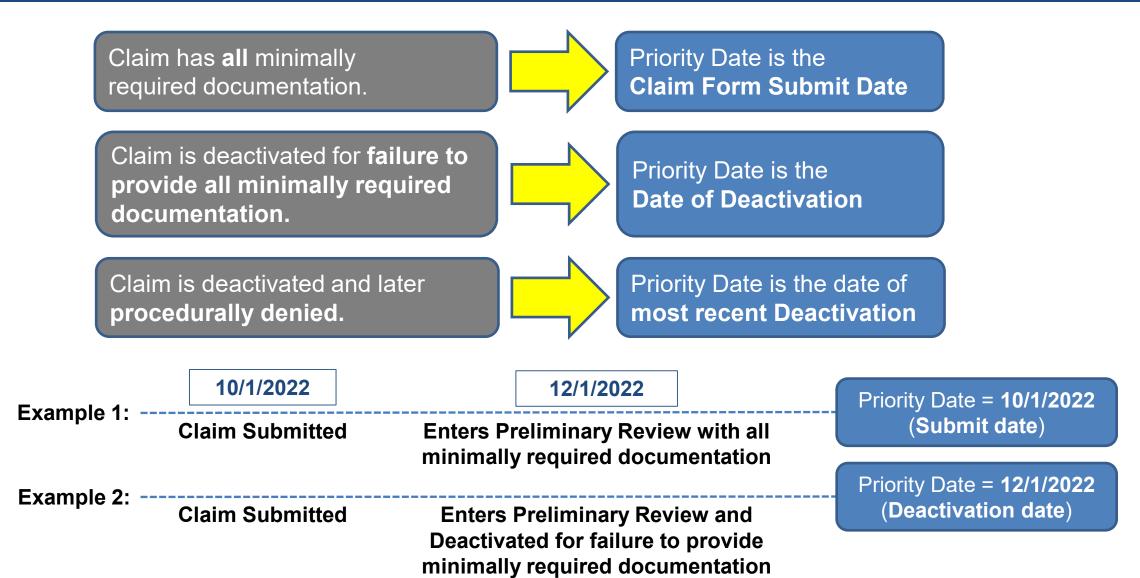
The "Priority Date" will be set by the VCF to more closely align to the date the claim is considered "ready for review."

Effective Date:

March 27, 2023

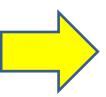
60-day grace period to bring claims "in-good-order."

Policy Change Details: Preliminary Review



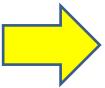
Policy Change Details: Eligibility Initial Review

Claim is Approved for Eligibility



Priority Date is **carried through** from Preliminary Review.

Claim is
Substantively Denied for Eligibility.



Priority Date is the date the **denial decision** is entered.

10/1/2022

12/1/2022

Example:

Claim Submitted

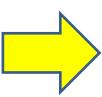
Enters Preliminary Review with all minimally required documentation Moves to Under Review and Missing Information letter sent 2/1/2023

30-days, no response, claim is Denied

Priority Date = 2/1/2023 (Denial date)

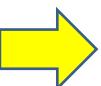
Policy Change Details: Amendments and Appeals

Claim is **approved** for Eligibility on Amendment or Appeal.



Priority Date is the date that was assigned by the **most recent substantive denial**.

Claim is **denied** for Eligibility on Amendment or Appeal.



Priority Date is the **new substantive denial date**.



Policy Change: The Action is Yours!

Between now and March 27, 2023:

- Review your claims in "Submitted" and "Pending Preliminary Review" status
 to check for minimally required documents as outlined in our Policies &
 Procedures. These requirements have NOT changed.
- Do NOT submit new claims unless they are In Good Order. Doing so delays our review process and will result in a change in priority order.
- Share VCF messaging with your clients, so they understand the benefit to submitting a complete claim, and the impact if the claim is premature or insufficient.

This change previews what myVCF will automatically enforce -beginning in early 2024, claims will not be able to be submitted without all minimally required documents.

Specific Guidance – STOP!

STOP:

- Submitting presence documents we don't need.
- Submitting the same document multiple times.



- Submitting both a wrongful death claim and a PR Amendment, unless specifically requested by VCF.
- Filing wrongful death claims as personal injury claims when cause of death is 9/11-related. If unsure, file as wrongful death claim and we will fix it if needed!
- Submitting claims prematurely.
- Sending mail to the VCF.

Specific Guidance – START!

START:

- Submitting claims with the required documentation and information.
- Going through your claims in "Submitted" and "Pending Preliminary Review" status and uploading the definitive presence document.
- Reviewing all documents in the claim <u>and</u> claim form responses to ensure they are all complete/sufficient and <u>consistent</u>.
- Reviewing all deceased claims to ensure there is clear information about life insurance policies.
- Reviewing affidavits/witness statements to ensure they are consistent with the claim and complete.
- Making sure all documents are legible especially medical records.



DEFINITIVE "PROOF OF PRESENCE" DOCUMENTS

Proving you were at a 9/11 crash site or in the <u>VCF NYC Exposure Zone</u> is a requirement to be eligible for compensation. The VCF works with many employers, unions, and other entities to help claimants get the documents they need to prove where they were and when they were there. This chart summarizes the "proof of presence" documents you should submit based on your circumstances.

If your entity appears on this list with a specific document listed, you should not submit your claim until you have the specific document. It will speed the processing of your claim if you wait to submit it until you have the document. In addition, do <u>not</u> submit more than what is required based on your circumstances. Submitting additional documents that the VCF does not require will slow down the processing of your claim.

Note: The chart does not include all scenarios. Complete information about proving presence can be found in Section 1.6 of the VCF Policies and Procedures.

Basis for Presence Why you were There	Best Presence Evidence What you should submit with your Claim	Helpful Information for Obtaining Documents
FDNY Uniformed Firefighters ¹	Nothing! The VCF gets the information directly from FDNY.	
Arlington County Fire Department	Nothing! The VCF gets the information directly from the Arlington County Fire Department.	
City of Albany Fire Department	Nothing! The VCF already has the information from the Albany Fire Department.	
FBI	Presence Verification Letter	Contact the FBI call center at 202-324-333 or email FBI911RespondersHelp@fbi.gov and request a "proof of presence" letter.
New York State Police	Presence Verification letter	Contact the NYSP Medical Monitoring Unit at 518-485-0544 or hresource@troopers.ny.gov and request a letter documenting dates and locations of deployment.
US Immigration and Customs Enforcement (ICE)	Presence Verification Letter	Contact the ICE 9/11 Program Benefits Office at ICE.9-11@ice.dhs.gov and reques an ICE "proof of presence" letter.
Consolidated Edison (ConEd)	Nothing! The VCF gets the information directly from ConEd.	
TWU Local 100	Union documents showing location and dates worked	Contact the Union at correspondence@twulocal100.org.
Local 78	Certified Local 78 Member Work History Form	
CWA Local 1101	Nothing! The VCF gets the information directly from Local 1101.	

¹ This applies only to those FDNY personnel sent to the NYC Exposure Zone as part of their work as a uniformed firefighter. Those who were retired or volunteering while in the NYC Exposure Zone should review the information in Section 1.6 of the VCE Policies and Proedures to confirm which documents to submit with your claim.

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www.vcf.gov / VCF Helpline 1-855-885-1555



What Happens Next



Today's materials and notes distributed.



Updates to vcf.gov.



Future meetings to share updates and guidance as we prepare for the transformed VCF.

